

FFT Monthly Summary: August 2024

PELHAM MEDICAL PRACTICE
Code: G82032



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	17	2	1	4	0	0	0	0	97	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 337

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	17	2	1	4	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	73	17	2	1	4	0	97
Total (%)	75%	18%	2%	1%	4%	0%	100%

Summary Scores

93% 5% 2%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

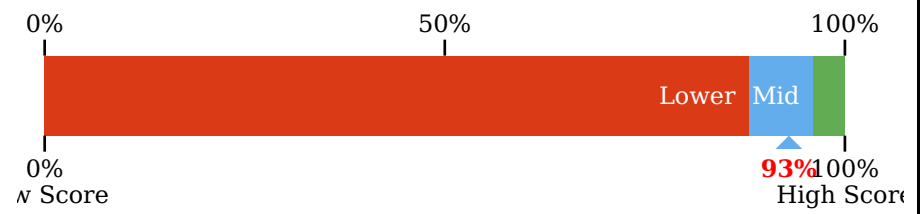
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

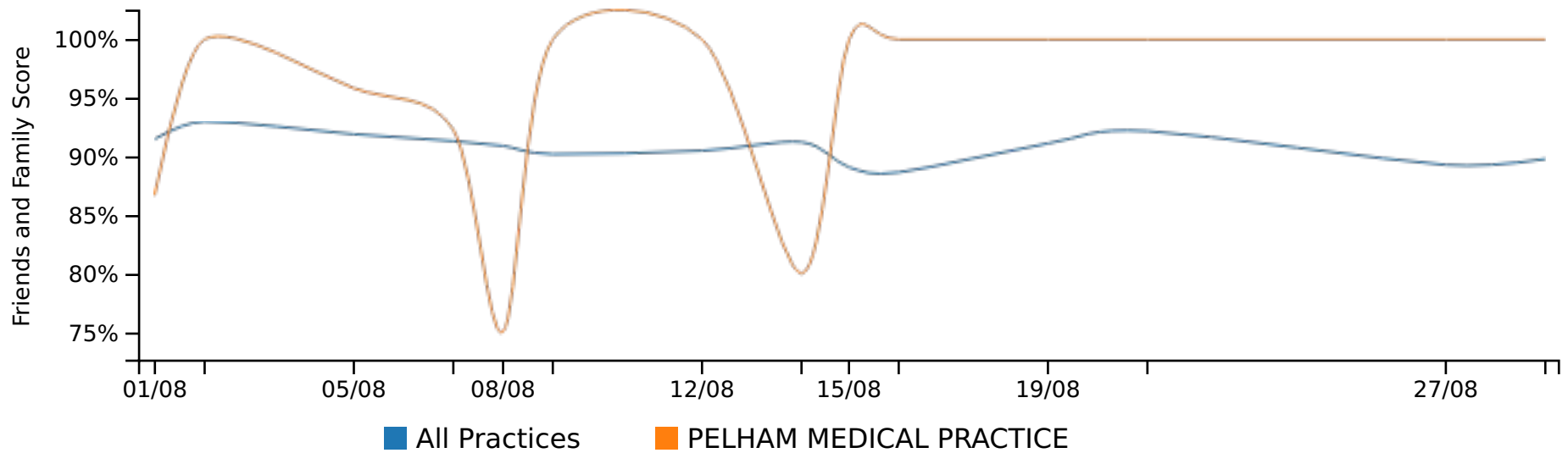
Your Score: 93%

Percentile Rank: 55TH



- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



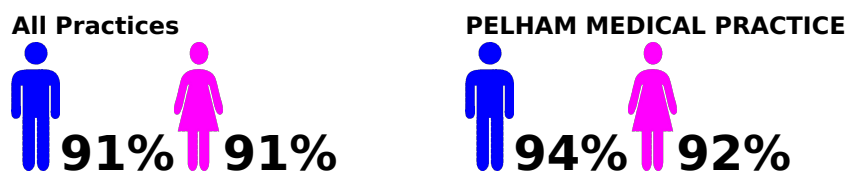
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

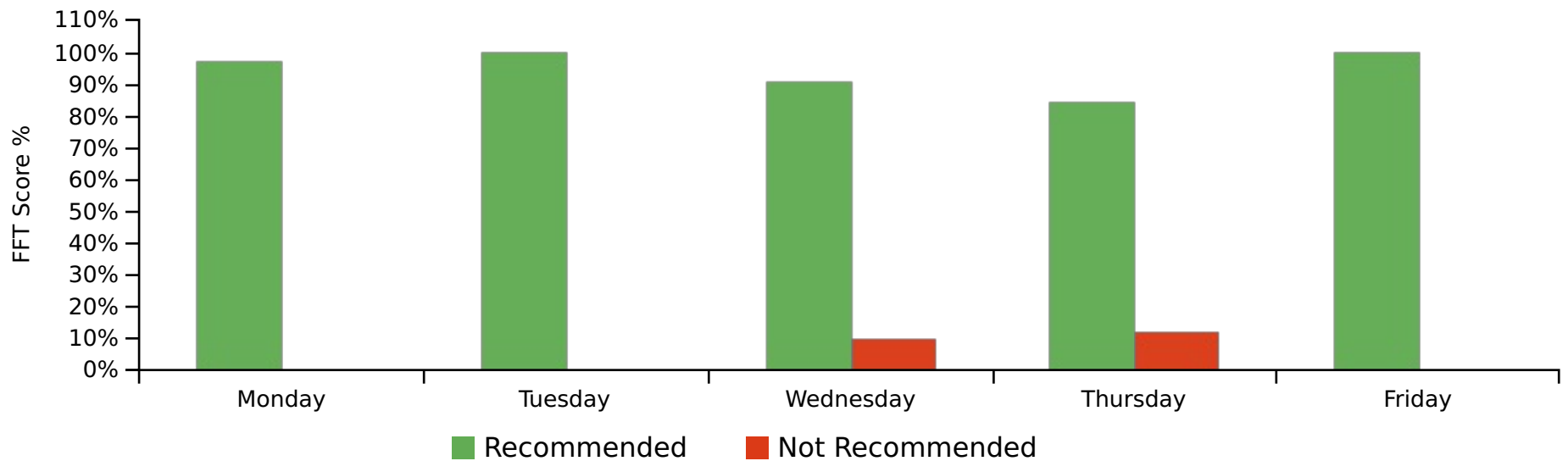
	< 25	25 - 65	65+
All Practices	85%	90%	94%
PELHAM MEDICAL PRACTICE	86%	89%	98%

Gender



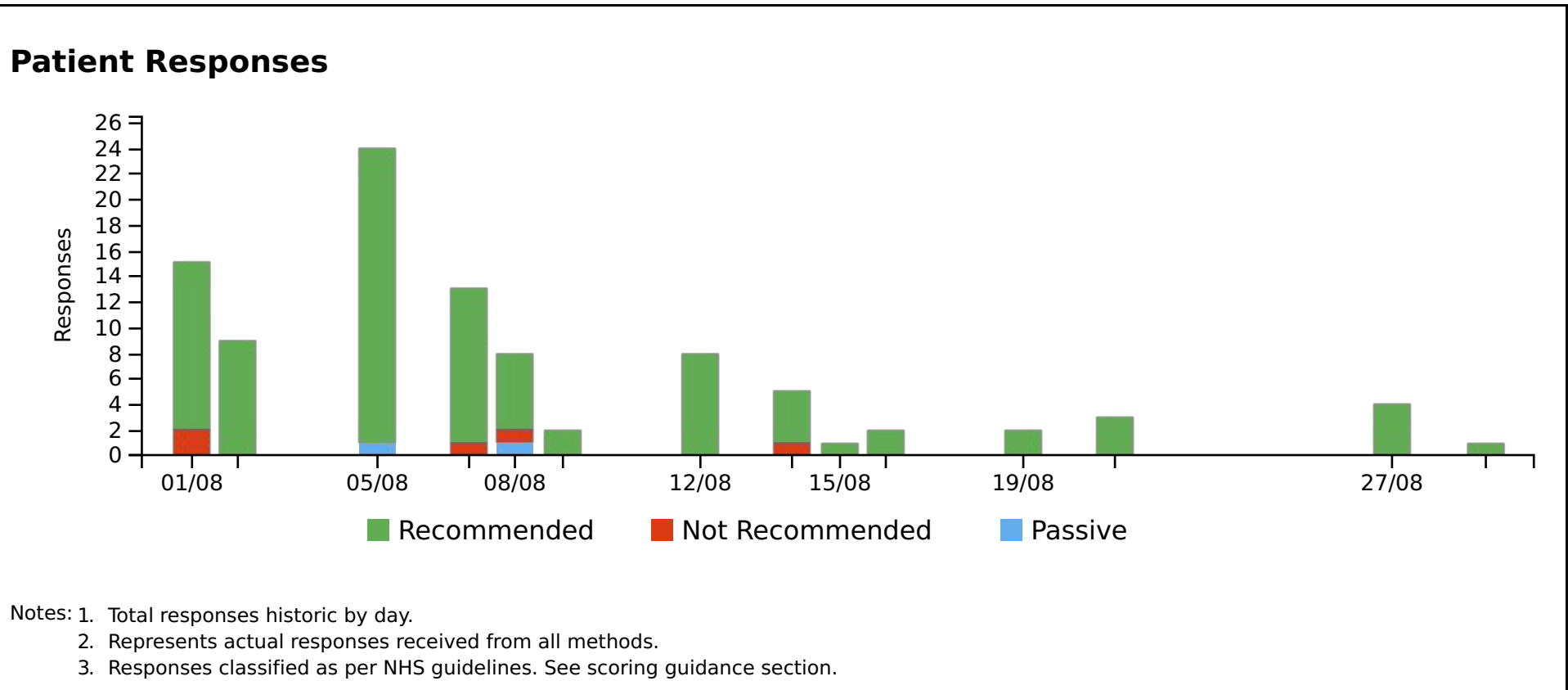
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



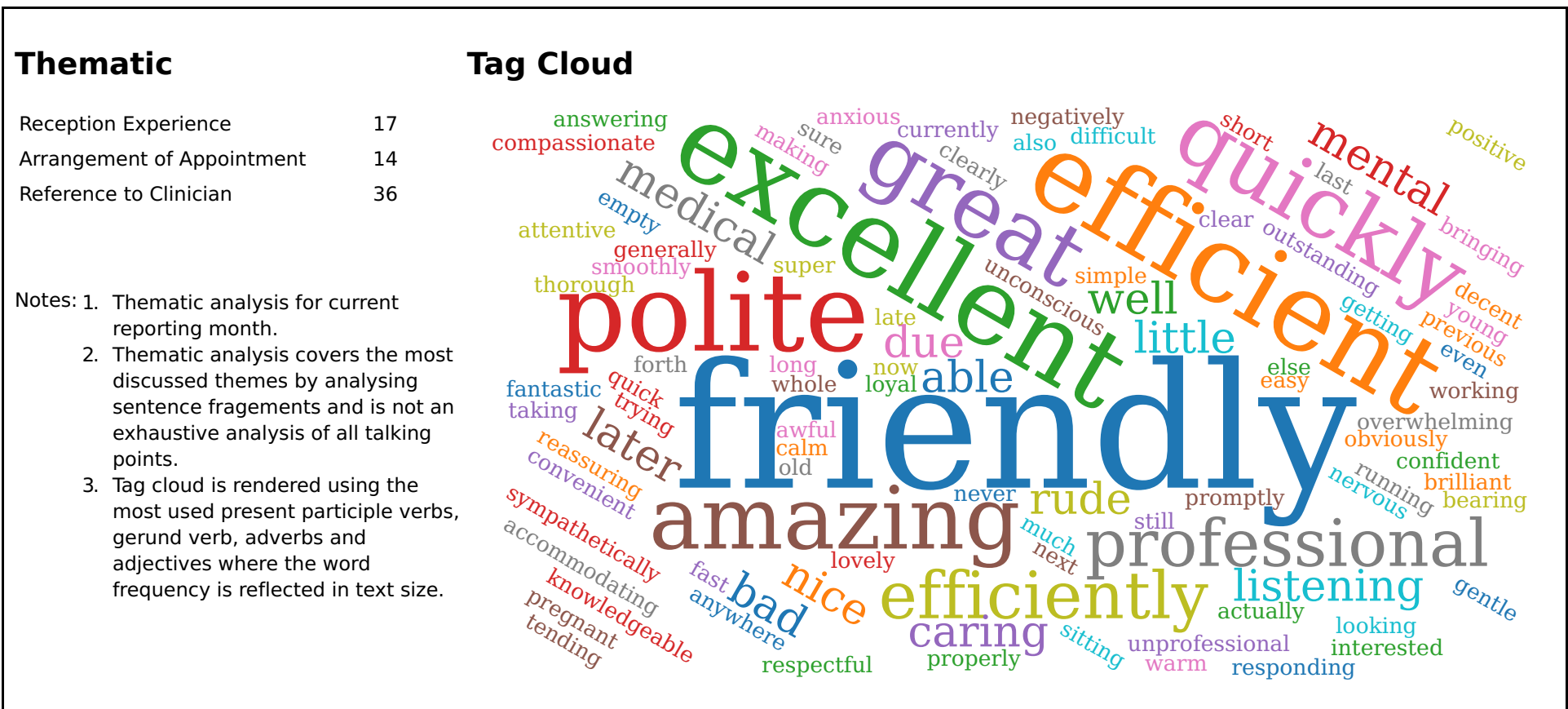
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
 2. Classification based on initial response to Q1 rather than content of message.
 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Assured professional treatment and simple aftercare instructions.
- ✓ *Dr had good but efficient listening skills and acted upon my needs*
- ✓ All very good with team and support to deal with issue
- ✓ *Because it was a very good service*
- ✓ No complaints
- ✓ *Because if you ask for feedback it's our responsibility to give our loyal answer so that you can serve the better.*
- ✓ Listened to my problem & given advice if it occurs again
- ✓ *I was able to see a doctor and had all my questions answered*
- ✓ Professional service. Friendly reception
- ✓ *Nice nurse, very good, put me at ease great*
- ✓ The service from receptionist to see nurse Angela was great. Lovely experience
- ✓ *The doctor I saw yesterday was very helpful with help I need she advised me well with my treatment*
- ✓ Good service
- ✓ *Nurse practitioner very efficient*
- ✓ Listen to everything I had to say very helpful
- ✓ *Appointment on time with no fuss in and out in 10 minutes*
- ✓ The practice was great my appointment with the nurse was on time and no waiting. Plus the lady I spoke to at reception was great and helpful.
- ✓ *Excellent receptionist and Dr Mann was outstanding.*
- ✓ I have suffered a lot of problems over the years, such as a very close call with death with a week in ICU unconscious, fibromyalgia, my mental state has been awful, close calls of suicide, to name a few, the support I have received from my surgery has been overwhelming 2nd to none. I must say that Dr. Mann has been amazing but each Doctor has always been super helpful and always made me feel that I don't have to rush with the time constraints it must be so difficult but I never felt it. There is only one Doctor I wouldn't see again obviously I won't name them but I always opt for someone else. I generally have a telephone consultation if I can and still feel as though I have been seen.
- ✓ *I was seen promptly and with courtesy*
- ✓ VERY VERY good. 1
- ✓ *Because my appointment went smoothly, as always, & the nurse was very efficient & friendly*
- ✓ Polite staff and on time appointment with excellent doctor
- ✓ *The experience was very caring & professional*
- ✓ She was a very nice lady and explained clearly any questions I had
- ✓ *The doctor was very thorough and has arranged tests. Her advice was sound*
- ✓ Polite on time and helpful
- ✓ Very good service
- ✓ Because it was Good
- ✓ *When arrived 3 people were waiting one receptionist ask any appointment sat down 5min later called me*
- ✓ Excellent service with staff who explained everything and tried to get me booked in.
- ✓ *We haven't been getting anywhere with hospitals and a previous GP we saw and Dr chitimbra actually is trying to get to the bottom of it so thank you*
- ✓ Friendly efficient
- ✓ *The NHS does not always enjoy good pressure or comments currently so credit needs to be given where credit is due.*
- ✓ Very helpful and understanding
- ✓ *Because on the whole I am satisfied with the care I receive from the doctors, nurses and receptionists. My only gripe is making appointments by telephone*
- ✓ Very helpful
- ✓ ,1.
- ✓ Doctor was very friendly and reassuring. I felt confident in her advice and that I had been dealt with professionally and sympathetically. Love that the surgery is very close to home which makes is very convenient when working from home and with young children.
- ✓ *Because the staffs are very accommodating and friendly*
- ✓ Reception very helpful. Doctor very helpful.
- ✓ *I was seen within 10 minutes. The GP was attentive and caring.*
- ✓ I have seen Angela a few times and she has been very helpful, that's why I gave the score.
- ✓ *Always excellent service received by all, thanks very much*

- ✓ I have received survey text message about the Gp Service That why answer very good
- ✓ *Because I did, and the nurse was fantastic*
- ✓ He listened, took note and understood my problem. He was very helpful
- ✓ *The lady I saw today was brilliant and helpful better than some of the GPS*
- ✓ Because doctors listen and check her properly
- ✓ *The Receptionist was very polite and helpful. The Registered nurse I saw was so amazing, I would say the best. She was able to explain in detail and gave me good advice. Very knowledgeable*
- ✓ Because I have had good and efficient service. Thank you
- ✓ *My appointment was at 10:40 I saw the doctor at 11:20*
- ✓ I was given a decent explanation of my Daughters condition
- ✓ *The Doctor was respectful and compassionate*
- ✓ Service was very fast and the nurse was very polite and put me at ease, explained everything as I am pregnant so was a little anxious for a job. Only thing I would say is that the practice could do with a little re vamp, but this does not effect the service
- ✓ *I was seen very quickly*
- ✓ Reception dealt with booking in efficiently & professionally. Blood test was not rushed phlebotomist made sure my son was ok. She explained everything she was doing. She gave him the choice of whether to sit or lie down. It was a positive experience for him considering he was nervous about having blood taken.
- ✓ *Nurse was very kind and gentle with her patient*
- ✓ Polite and helpful receptionists, quickly seen and dealt with efficiently.
- ✓ *Always friendly*
- ✓ The Dr is personable, easy to talk to and seems interested in listening.
- ✓ *Everybody is very helpful.*
- ✓ Helpful receptionist's, quick emergency appointment.
- ✓ *Dr Sahota attended to my son today. He is very approachable and gave us all necessary attention*
- ✓ Dr Sahota, understood my needs and gave advice on what I needed to do.
- ✓ *Prompt appointment*
- ✓ Was seen quickly by the Dr and given a clear explanation of next steps. Only issue I had was the long wait for the appt
- ✓ *I found that Dr Sahota was very understanding and patient and did not mind that I brought my Nephew along as support. I was worried about the appointment after having a bad experience with a Doctor from the same surgery but she could not have been more helpful. Reminded me of the way the old Doctors at the surgery used to be bearing in mind that I have been with the same surgery since I was born. Thank you.*
- ✓ Staff and doctors are very friendly and are also responding to me well .
- ✓ *Seen quickly and efficiently*
- ✓ An amazing doctor. He was very calm with my son that has ASD. If anyone can get my son's attention then it's an A for me.
- ✓ *Excellent service from M Sahota*
- ✓ Went to surgery today and got an appointment one hour later thank you
- ✓ *It was the wife and I am the husband with the phone she is at so I am answering for her*
- ✓ Doctors are welcoming and appointment booking with ease

Not Recommended

- ✓ *Wasn't told the person was running late left sitting over half an hour waiting room was empty*
- ✓ *Yes. So the doctors and other medical staff there are amazing. The issue is the receptionist staff. They are unprofessional. They discussed my medical details amongst themselves. They have been rude to me and they have caused me distress. My mental health has been affected negatively due to them, bringing forth feelings of suicide. I not get a lot of anxiety when having to book appointments or come in for appointments. When I tried to speak to them, I was met with hostility and judgment. Now I am looking to report the practice to the ombudsman*
- ✓ *The doctor I saw was very rude, couldn't even bother to reply to me when I said good morning and I felt that's not good start when you come to see the doctor*
- ✓ *Reception attitude*

Passive

- ✓ *I thought it was physio appointment and I would get some exercises to help*
- ✓ *Not good because reception seemed short staffed. There needs to be a segregation between staff taking calls and tending to the queue. The Nurse wasn't very warm and friendly made me feel as though I had put her out. Not bad because I was seen on time unlike on my last visit.*